Parent / Guardian Agreement

Parties and Term

This agreement is between _____ (parent/guardian), _____ (parent/guardian) and Social Enterprise for Canada (SEC). It sets out the terms and conditions for childcare services provided by SEC.

Child(ren): _____ Program/site: _____

This agreement applies to all children enrolled in childcare operated by SEC. It must be signed:

- when a child first enrols
- each September for every returning family
- when SEC notifies families of a material change to the Parent Handbook or this agreement

A completed Parent/Guardian Agreement is required for enrolment and continued care. Returning families must submit the updated agreement within 15 calendar days of receiving it. SEC will contact families about missing agreements before making any decision about continued enrolment.

Fees and Payment

I/We agree:

- To pay childcare fees on the first business day of each month by Pre-authorized Debit (PAD) or credit card (a 3% fee is added for credit card payments).
- Monthly childcare fees are not reduced for statutory holidays, scheduled school PA Days, or child absences. PA Days are included in the regular monthly fee calculation, regardless of attendance. Families requiring full-day care on a PA Day must register separately for PA Day Camp and pay an additional top-up fee for the extended hours of care. Closure-related refunds are addressed in the Refunds and Credits section of the Parent Handbook.
- To pay a non-refundable registration fee of $25.00 per child at the time of registration.
- To pay a security deposit of **$200.00 per child** once a space is confirmed. The deposit is refundable when a minimum of two (2) weeks' written notice of withdrawal is provided by email to the applicable program listed below, subject to any outstanding childcare fees and the provisions of the Parent Handbook. The registration fee and security deposit do not apply to families receiving fee assistance.
    - **Johnsview Village School Age Program:** Johnsview.banda@socialenterprise.ca
    - **Our Lady of Fatima School Age Program:** Our.ladyofFatimabanda@socialenterprise.ca
    - **Maple Leaf School Age Program:** mapleleafbanda@socialenterprise.ca
- To pay a $25.00 fee for each returned or failed payment.
- That a $30.00 reinstatement fee per child applies if I/we withdraw and re-enrol within the same school year.
- That unpaid fees may result in suspension or termination of service, with written notice, as outlined in Appendix E.
- If receiving fee assistance, to meet all York Region requirements, to tell the Site Supervisor of any change in status, and to pay the full-fee cost of any absent days beyond my/our allowed limit.

Program Policies

I/We agree:

- To pick up my/our child by 6:00 pm. A late fee of $5.00 for the first 10 minutes and $1.00 per minute after that will be charged. Five (5) documented late pick-ups in a school year may result in termination of service.

- That the program does not operate during school closures, including inclement weather, unscheduled closures or other reasons outlined in the Parent Handbook, and that fees are not refunded for these days.
- To keep my/our contact information, authorized pick-up persons and emergency contacts current, and to tell those individuals that they are listed and what is expected of them.
- To follow the Arrival and Dismissal procedures, including escorting my/our child to a staff member at drop-off and speaking with an educator at pick-up.
- To keep my/our child home when ill, as outlined in the Health and Illness section of the Parent Handbook.
- Not to ask program staff to provide babysitting services for my/our child(ren).

Code of Conduct, Suspension and Termination of Service

I/We have read Appendix E: Code of Conduct, Suspension and Termination of Service Policy, and agree to the following expectations for maintaining a safe, respectful, welcoming and inclusive environment for all children, families and staff.

- To treat all children, families, staff and members of the school community with dignity, kindness and respect, recognizing and valuing differences in abilities and individual circumstances.
- To contribute to a welcoming, safe and inclusive environment by using respectful language, behaviour and a tone appropriate for children to hear while in the program or on school property, and to refrain from discriminatory, harassing, intimidating or disrespectful words or actions.
- Never to yell at, threaten, discipline, confront or touch any child other than my/our own, and to bring any concerns about another child directly to program staff.
- To respect the privacy, dignity and individual needs of all children and families, recognizing that children may have different abilities, developmental needs, backgrounds and support requirements.
- To raise concerns respectfully and privately with staff or the Site Supervisor, following the Family Issues and Concerns Policy, and not in front of children.
- To share the Code of Conduct with my/our authorized pick-up persons and emergency contacts, and to ensure they understand that these expectations also apply to their interactions with children, families and staff.
- To participate in meetings when requested and work collaboratively with staff to develop and support appropriate, inclusive and individualized behaviour support strategies for my/our child, recognizing their strengths, abilities and needs.

I/We understand that failure to follow the Code of Conduct may result in action by SEC, as outlined in Appendix E. I/We acknowledge the following provisions regarding conduct, suspension, termination of service and the right to request a review:

- Discriminatory, harassing, threatening or other conduct that compromises the dignity, safety or well-being of children, families or staff will be addressed in accordance with the Code of Conduct, Suspension and Termination of Service Policy and applicable human rights obligations.
- A serious breach of the Code of Conduct by any adult may result in that adult being asked to leave immediately, restricted from the program or from picking up, and may lead to suspension or termination of service.
- My/our child's care may be suspended or terminated as outlined in Appendix E, with written notice except where immediate safety requires otherwise.
- SEC may share information about a conduct incident on school property with the school principal, and will report to the Children's Aid Society, police or the Ministry of Education where required by law.
- I/we may request a review of a suspension or termination of service decision as described in Appendix E.

Acknowledgement and Signatures

I/We acknowledge that we have received and reviewed the SEC School Age Childcare Handbook, October 2026 policies and procedures outlined within. I/We understand that SEC may update, including all appendices, and agree to comply with these policies and procedures from time to time, that written notice will be provided, and that I/we will be required to acknowledge any material changes.

	Name (print)	Signature	Date
Parent/Guardian 1			
Parent/Guardian 2			